**Disclosure of investor complaints by - KSN CREDENCE COMMODITIES TRADING PVT.LTD**

**Annexure B**

**Depository Participant of CDSL (DPID: 12096300) MCX Member ID-55805**

**BSE Member ID-6772 NSE MEMBER ID-90358**

**Data for every month ending - September – 2025**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S N** | **Received from** | **Carried forward from**  **previous month** | **Receiv e d during**  **the month** | **Total Pendin g** | **Resolved\*** | **Pending at the end of the month\*\*** | | **Average Resolution time^**  **(in days)** |
|  |  |  |  |  |  | **Pending** | **Pending** |  |
| **for less** | **for** |
| **than 3** | **more** |
| **months** | **than 3 months** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | | **8** |
| 1 | Directly from investors | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI (SCORES  2.0) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Stock Exchanges | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other  Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | **Grand Total** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Trend of monthly disposal of complaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S N** | **Month** | **Carried forward**  **from previous month** | **Received** | **Resolved\*** | **Pending\*\*** |
| **1** | **2** | **3** | **4** | **5** | **6** |
|  |  |  |  |  |  |
| 1. | April ,2022 | 0 | 0 | 0 | 0 |
| 2. | May, 2022 | 0 | 0 | 0 | 0 |
| 3. | June, 2022 | 0 | 0 | 0 | 0 |
| 4. | July, 2022 | 0 | 0 | 0 | 0 |
| 5. | August, 2022 | 0 | 0 | 0 | 0 |
| 6. | September 2022 | 0 | 0 | 0 | 0 |
| 7. | October, 2022 | 0 | 0 | 0 | 0 |
| 8. | November, 2022 | 0 | 0 | 0 | 0 |
| 9. | December, 2022 | 0 | 0 | 0 | 0 |
| 10. | January, 2023 | 0 | 0 | 0 | 0 |
| 11. | February ,2023 | 0 | 0 | 0 | 0 |
| 12. | March, 2023 | 0 | 0 | 0 | 0 |
| 13. | April, 2023 | 0 | 0 | 0 | 0 |
| 14. | May, 2023 | 0 | 0 | 0 | 0 |
| 15. | June, 2023 | 0 | 0 | 0 | 0 |
| 16. | July, 2023 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 17. | August, 2023 | 0 | 0 | 0 | 0 |
| 18. | September, 2023 | 0 | 0 | 0 | 0 |
| 19. | October, 2023 | 0 | 0 | 0 | 0 |
| 20. | November, 2023 | 0 | 0 | 0 | 0 |
| 21. | December,2023 | 0 | 0 | 0 | 0 |
| 22. | January, 2024 | 0 | 0 | 0 | 0 |
| 23. | February, 2024 | 0 | 0 | 0 | 0 |
| 24. | March, 2024 | 0 | 0 | 0 | 0 |
| 25. | April, 2024 | 0 | 0 | 0 | 0 |
| 26. | May, 2024 | 0 | 3 | 2 | 1 |
| 27. | June, 2024 | 1 | 0 | 1 | 0 |
| 28. | July, 2024 | 0 | 0 | 0 | 0 |
| 29. | August, 2024 | 0 | 1 | 0 | 1 |
| 30. | September, 2024 | 1 | 0 | 0 | 1 |
| 31. | October, 2024 | 1 | 0 | 1 | 0 |
| 32. | November,2024 | 0 | 0 | 0 | 0 |
| 33. | December, 2024 | 0 | 0 | 0 | 0 |
| 34. | January,2025 | 0 | 1 | 0 | 1 |
| 35. | February,2025 | 1 | 0 | 0 | 1 |
| 36. | March,2025 | 1 | 0 | 1 | 0 |
| 37. | April,2025 | 0 | 1 | 0 | 1 |
| 38. | May,2025 | 1 | 0 | 1 | 0 |
| 39. | June,2025 | 0 | 0 | 0 | 0 |
| 40. | July,2025 | 0 | 0 | 0 | 0 |
| 41. | August,2025 | 0 | 0 | 0 | 0 |
| 42. | September,2025 | 0 | 0 | 0 | 0 |
|  | **Grand Total** | **6** | **6** | **6** | **6** |

\*Should include complaints of previous months resolved in the current month, if any.

\*\* Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

**Trend of annual disposal of complaints**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S N** | **Year** | **Carried forward from previous**  **year** | **Received during the year** | **Resolved during the year** | **Pending at the end of the year** |
| 1. | 2018-19 | 0 | 0 | 0 | 0 |
| 2. | 2019-20 | 0 | 0 | 0 | 0 |
| 3. | 2020-21 | 0 | 0 | 0 | 0 |
| 4. | 2021-22 | 0 | 0 | 0 | 0 |
| 5. | 2022-23 | 0 | 0 | 0 | 0 |
| 6. | 2023-24 | 0 | 0 | 0 | 0 |
| 7. | 2024-25 | 0 | 5 | 5 | 0 |
|  | **Grand Total** | **0** | **5** | **5** | **0** |